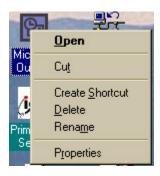March 2, 2001

User Profile Instructions for Outlook 2000 for Remote Access

Set up a User Profile in Outlook

1) Right click the Outlook Icon on the Desktop and select properties

[If there is not an Outlook icon on the desktop, go to Start – Settings – Control Panel, and Open the Mail icon.]

[You should see a window with "Mail" in the upper left corner. If you get a window with "Internet Accounts" in the upper right corner, with a "Mail" tab, then:

a) Close the window
b) Open Outlook (double click the Outlook icon)
c) On the menu bar, select Tools – Options – Mail Delivery tab
d) On the bottom right, click Reconfigure Mail Support
e) Select "Corporate or Workgroup"
f) Next
g) Yes]

2) If you see "Microsoft Outlook…Properties" with anything in "Services" tab window:
    a) Click "Show Profile"
    b) Remove everything
    c) You should be left with a "General" tab and an empty box

3) Click "Add"

4) Manually configure

5) Next

6) In the Profile Name box, enter your full name, FirstName LastName

7) Next

8) Add

9) Select "Microsoft Exchange Server"

10) OK

11) For Microsoft Exchange Server, enter sea_exch

12) For Mailbox, enter your first initial followed by your last name, e.g. jtipton

13) Click "Check Name"

You may get an "Enter Password window. If you do:
a) Enter your user name (e.g. jtipton)
b) Domain is HRSA
c) For password, enter your Outlook password

NOTE: Your computer must be connected to the Internet for this step to work.

Verify that the Exchange Server has been changed to upper case letters (SEA_EXCH) and is underlined, and that your user name has been replaced with your full name and is underlined. This means that your computer found our Exchange server and your account on it.

If your remote client doesn't use WINS servers for NetBIOS name resolution, it may be unable to connect to our Exchange server if it can't resolve the server's computer name (given in the Outlook profile as SEA_EXCH) to an IP address. For a solution to this problem, see Providing name resolution for remote clients that don't use WINS below.

14) Click the Advanced tab

15) Under "Logon Network Security", select "None"

16) OK

17) Add

18) Select "Outlook Address Book"

19) OK and OK

20) Finish

21) Close

Providing name resolution for remote clients that don't use WINS

If your remote client doesn't use WINS servers for NetBIOS name resolution, it may be unable to connect to our Exchange server if it can't resolve the server's computer name (given in the Outlook profile as SEA_EXCH) to an IP address. When it tries to connect, it may receive the error "Network problems are preventing connection to your Microsoft Exchange server. Please contact your system administrator," even though the server is perfectly functional. To provide name resolution, add an entry to the client's LMHOSTS file for the Exchange server's computer name. The SEA_EXCH server's IP address is 158.72.10.90. Next, to refresh the NetBIOS cache, type nbtstat -R at the command prompt.

The LMHOSTS file contains instructions for adding an entry. Once added, remote clients should be able to resolve the name to an IP address and connect to the server.

Configure Outlook

1) Open Outlook

2) If this is the first time Outlook has been run, you may get "Outlook 2000 Startup"

   a) At "Welcome…" window,
   b) Next
   c) If you get "E-mail Upgrade Options", select "None of the above"
   d) Make sure "Corporate or Workgroup" is selected
   e) Next

3) Enter Password Box:
   User name: [e.g. jtipton]
   Domain: HRSA
   Password: [your Outlook password]

4) OK

5) Yes – make Outlook the default manager

6) Click "Tools – Services – Add"

7) Select "Personal Folders"

8) OK

9) Navigate to your C:\ drive, and create a folder named "Archives" or "Personal" or Email" or anything that makes sense to you

10) Enter – Enter

11) Create a file named Archives.pst

12) Open – OK – OK

Now you are ready to run Outlook from your remote, internet-connected computer to access your Outlook account on the HRSA Seattle Exchange server.

Prepared by Jim Tipton on March 2, 2001